

Self-Service Time and Attendance Using a Time Collection Device (TCD)

Frequently Asked Questions (FAQs)

ENTERING TIME

Q: I forgot to clock in at the beginning of my shift. What should I do?

A: Follow your department policy for recording time when you are unable to use the TCD. Notify your supervisor of your arrival time. The next time you are at the TCD, “clock in.” Ask your supervisor to edit your time online to reflect the correct arrival time.

Q: I forgot to clock out at the end of my shift. What should I do?

A: When you are at the TCD for the beginning of your next shift, you will not have the option to clock in if you forgot to clock out for your previous shift. In order to “catch up”, you will need to swipe twice, first with your **Clock OUT** punch (for the previous shift), then a second time for your **Clock IN** punch (for the current shift). Notify your supervisor that you forgot to clock out at the end of your previous shift, and ask your supervisor to edit your time online to reflect the correct departure time.

Q: I combined my paid break time with my lunch. How do I enter my time so that I am paid correctly?

A: As usual, you will clock out and clock back in using “Meal Out” and “Meal In.” After you have clocked in (“Meal In”), swipe your badge again and select the “Other TRCs” (Time Reporting Codes) menu on the TCD. Choose the “Paid Break Time” (PBT) code, and enter your paid break time as a quantity in hours (for example, if your paid break time is 15 minutes, you would enter .25 for a quarter hour).

Q: I clocked in on one TCD. May I clock out on another?

A: Yes, you can use multiple TCDs within your Agency. However, please make sure you are following your department policy and your supervisor’s direction.

Q: Can I enter regular time for future days?

A: You cannot enter regular time in advance. Regular hours should be reported in real time, on the day that the hours are worked as you clock in and out. If you are unable to enter regular time on a TCD, please notify your supervisor.

Q: How do I enter overtime on the TCD?

A: If you are approved to earn overtime or comp time (check with your supervisor), SSTA will automatically calculate your eligible overtime or comp time hours based on your in and out punches. You do not need to take any additional actions at the TCD in order to enter overtime. Check with your supervisor first to make sure you are approved to earn overtime or comp time.

BADGE OR TCD ISSUES

Q: I forgot my TCD badge. What should I do?

A: Follow your department policy for recording time when you are unable to use the TCD. Notify your supervisor to enter your in and out time on your online timesheet.

Q: I lost my TCD badge. What should I do?

A: Notify your HR/Payroll Department immediately so that they can de-activate your lost badge and issue you a new one. If you need to clock in before you receive your new badge, follow your department policy for recording time when you are unable to use the TCD. Notify your supervisor of your arrival and departure time until you receive your new badge.

If you receive a replacement badge before the end of your shift, when you are ready to clock out you will need to swipe twice in order to “catch up”. The first swipe is for your **Clock IN** punch, and then the second swipe is for your **Clock OUT** punch. Ask your supervisor to edit your time online to reflect the correct arrival time.

Q: What should I do if my badge does not work at the TCD?

A: Follow your department policy for recording time when you are unable to use the TCD. Notify your supervisor and your HR/Payroll Department that your badge does not work. HR/Payroll will troubleshoot the problem, and if necessary, can issue you a new badge. Be sure to let your supervisor know your arrival and departure times (and meal out and in, if applicable) so that your time can be updated accurately on your online timesheet.

Q: What should I do if the TCD is not working?

A: Please notify the TCD Point of Contact as soon as possible. If you do not know who the TCD Point of Contact is, please notify your supervisor that the TCD is not working. Follow your department policy for recording time when you are unable to use the TCD – you may be able to use another TCD. Be sure to let your supervisor know your arrival and departure times (and meal out and in, if applicable) so that your time can be updated accurately on your online timesheet.

Please note that if the TCD is offline from the network, but still has power, you should continue to clock in and out; your times will be stored and transmitted to SSTA when the TCD is online again.

ENTERING LEAVE TIME

Q: When is my leave balance updated?

A: If you are eligible to accrue leave time, you can view your balances for sick, personal and vacation time on the TCD. If you are eligible to receive comp time, you will need to view your online timesheet to see your comp time balance. These balances update overnight, and reflect any leave time that has been submitted up to the prior day.

Q: Can I enter vacation time using a TCD?

A: Yes, if you have received approval for vacation, and you have time available in your accrual balance, you can enter it on the TCD, up to 42 days in advance. Please be sure to follow your department policy for entering leave time on the TCD. Employees are encouraged not to enter leave time on the TCD during peak use times, such as shift changes, when others are waiting to clock in or out.

Q: I am a contract employee. Can I select Sick, Vacation, or Personal Time on the TCD?

A: No, contract employees are not eligible for benefit time. Only employees who are eligible for certain types of leave should use the Time Reporting Codes (TRCs) for sick, vacation, or personal time.

OTHER QUESTIONS

Q: How do I know if my Agency is supported by the Employee Service Center (ESC)?

A: Check the posters near your TCD, ask your supervisor, or contact your HR/Payroll Department to find out if you are supported by the Employee Service Center (ESC).

Q: I am new to the Agency and I do not have a badge, so what do I do to get set up in the system?

A: Contact your Agency HR/Payroll department.

Q: What is the date format on the TCD?

A: The TCD date format is YYYYMMDD -- year followed by month followed by day, with no spaces, dashes, or slashes. You must use eight digits, so for example, March 12, 2012 is entered in the TCD as 20120312.

Q: I need to use a Time Reporting Code that is not available on a TCD. What do I do?

A: If your Agency is supported by the Employee Service Center (ESC), call 1-855-447-7778 for assistance. Otherwise, please contact your HR/Payroll Department.

Q: Can I view the time I have worked for the week?

A: On the TCD, you will not be able to view the time you have entered for the week, but you can log in to SSTA online to see your current week's time. If you need help with logging in to SSTA or want to review a prior week's time, please contact the ESC or your HR/Payroll Department.

Q: How do I correct a punch or change a Time Reporting Code that I have already entered?

A: If you need to make an adjustment to a punch, please notify your supervisor, who can update the punch on your online timesheet. If you need to make an adjustment to a Time Reporting Code, please contact the Employee Service Center if your Agency is supported by the ESC. If your Agency is not supported by the ESC, contact your supervisor or HR/Payroll department.

Q: Why do the menu options on the TCD change?

A: The TCD menu is dynamic. The menu changes to reflect the options available to you based on your sequence of punches. In other words, once you "clock in" for your shift, you will not have the option to "clock in" again during that shift. After you "clock out" for the day, the next time you swipe at the TCD, the option to "clock in" will be available to

you again. Likewise, you will not have the option to select “meal in” unless you have swiped for “meal out.”

If you have missed a “clock in” because you didn’t have your badge, your badge didn’t work, or you forgot to punch in, as soon as possible you should swipe to clock in, so that the TCD menu will re-set with the correct options. Be sure to notify your supervisor so that your time can be updated accurately on your online timesheet.

Q: Once I clock in or out on the TCD, when will the punch time show up on my online timesheet?

A: Your TCD punches will be transmitted to SSTA and be visible in the online timesheet within approximately 15 minutes.